# Scanning for Customers

Agents can search customer accounts by scanning three different items from a customer:

- **Wisconsin** Driver's License. (Out of State driver licenses will not scan)
- A previous **WI** hunting/fishing license
- Scanning a WI Conservation Card (*new in 2016*).

Before scanning any document, make sure that the "Ready to Scan" window is showing on the Sales Home page. The scanner will not work without that window.
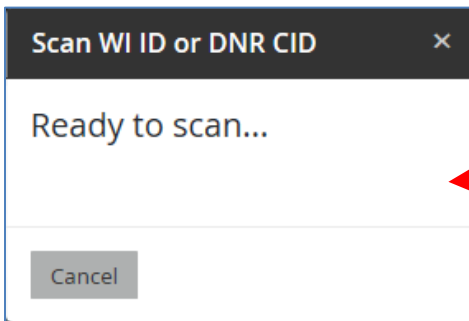
Scan WI ID or DNR CID × Ready to scan... Cancel	If this box is no longer in the screen, you can hit the Sales Home link at the top of your screen to make it reappear go WILD DNR GREEN BAY SERVICE CENTER 1310 **Sales Home** Agent Corner
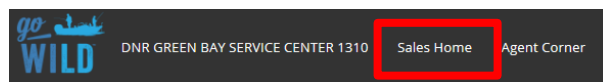
If scanning a Wisconsin driver license, make sure to scan the larger of the two barcodes on the back. If you scan the smaller one, the system may give an error message. It may be beneficial to cover the smaller barcode, or move the license into the path of the scanner as to hit the larger bar code first.

Scan this barcode on the back of a Wisconsin driver license

If scanning a previous DNR hunting or fishing license, simply scan the barcode on the document. It will enter the DNR customer number in the field, and you must then enter the customer's date of birth.

Scan the barcode

Finally, you can also scan the new Go Wild Conservation card if a customer presents it. Scan the barcode on the back and it will enter their customer number in the field. Then enter the customer's date of birth.
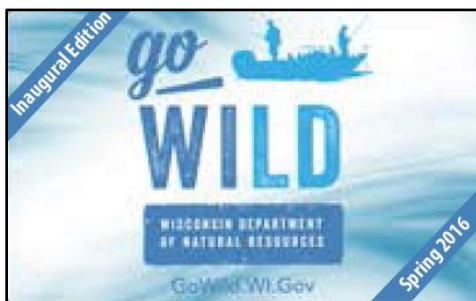
POSSIBLE ERROR MESSAGES

You may get an error message from time to time when searching for a customer. An error message of "Customer not found" will appear if the search criteria entered yielded no result. This does not mean there is no record for this customer. The system could not find the customer based on the search method you used. You can either try the search again, or try using a different method (scanning a different document, or trying the different manual entries.

> ⊗ **Error**   Customer Not Found: Please try again with different search criteria.

You may also get an error in which a customer record <u>has</u> been found, but there may be an error in the record itself that is preventing you from continuing. Once again, try searching with other methods driver license, SSN, etc). If you still get the same error, contact the DNR at 866-381-7668. They will correct the issues in the customer record.

> ⊗ **Error**   We could not match the Customer's Date of Birth, please check the search criteria and try again.

Creating a New Customer

You must first complete one customer search attempt before you can create a new customer record. If no customer record is found, the **Create Customer** button will appear at the bottom of the search page.

> **Create Customer**

Note: It is good practice to first ask the customer if they have ever purchased any hunting or fishing licenses in Wisconsin in the past. They may already have a record but there is a problem preventing you from finding it. Contact the DNR call center at 1-888-936-7463 for assistance locating records by name.

The system will ask if the customer has ever participated in any DNR activities (purchased a license, registered a boat, or completed a safety course. If they answer yes, then they do have a customer account with the DNR and the system will return you to try a new customer search. If you have already done multiple searches respond NO.

> **Create New Customer**
>
> Have you ever participated in DNR activities?
>
> **Yes**   **No**